

AMENDMENTS TO THE ABSTRACT:

Please delete the current Abstract and replace therewith the following replacement

Abstract of the Disclosure (A clean version of the Abstract is attached to this amendment):

The invention is a method and a system means for analyzing a process in terms of the elements that are the drivers of the process. The invention evaluates a process in terms of one or more scheduling drivers and process drivers, measures the metrics around the drivers and relates the measured values to key performance indicators of the drivers and the overall process. The metrics of the drivers can be correlated to past performance to determine if the attributes of the drivers being measures should be changed. The invention is appropriate for evaluating the processes of an business organization where the processes can be defined by one of the five process flows of the invention.